



## Department of Information Technology

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NC Innovation Center  
Director



# iCenter Mission

To create a working laboratory where we **collaborate** and solve challenges by **connecting people** and **technology** to transform the way government delivers services.





Educational  
Institutions



Citizens

State  
Agencies



Business  
Partners





4500+

Device Tests



9 Million

Value of Tests



48

National Members



3

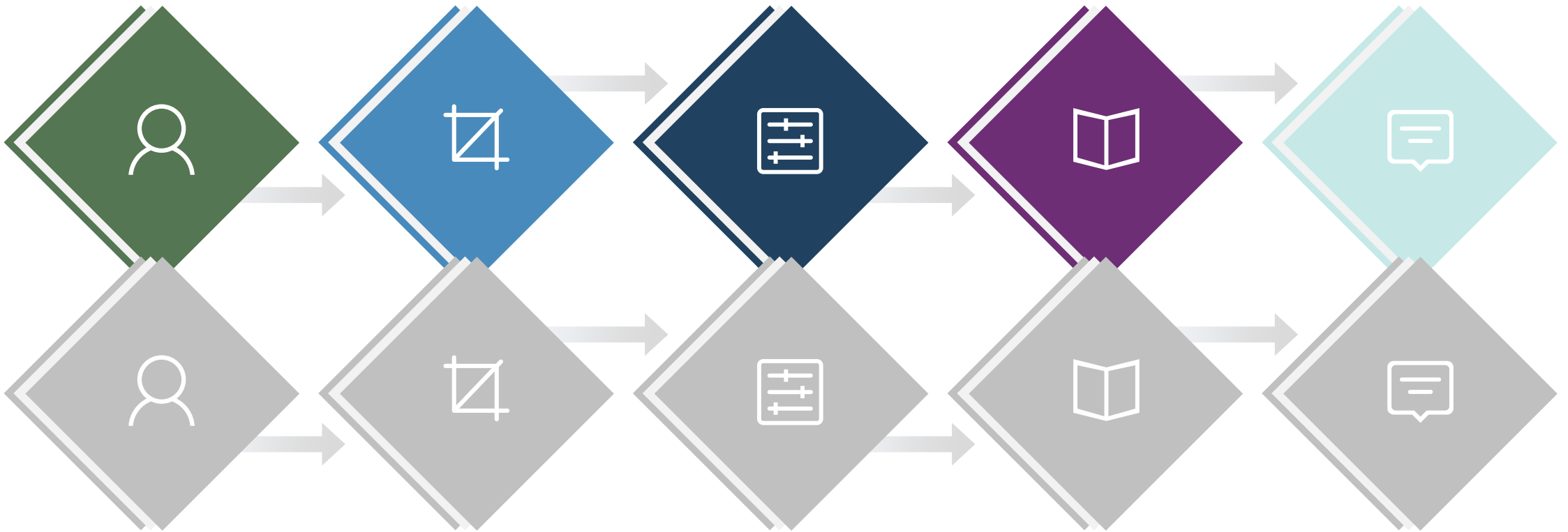
National Awards

"There's a better way to do it... find it..."

- Thomas Edison

## ► Innovation Center Process

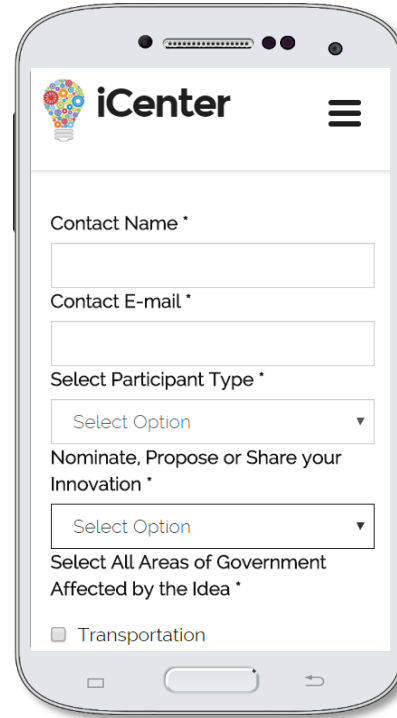
Easier to collect, share and collaborate via proof of concepts



## ▶ Innovation Center Process

### Intake

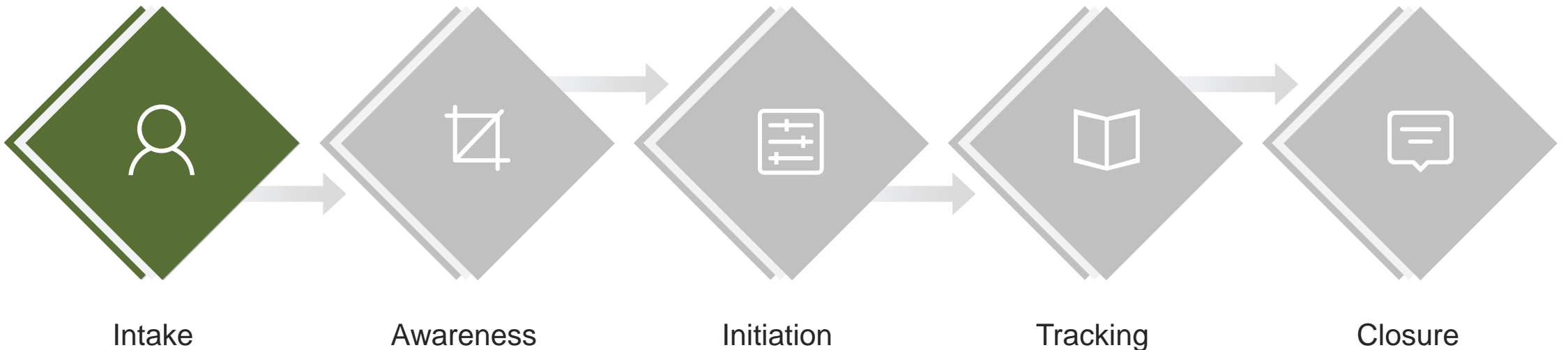
Innovate with Us



The iCenter app interface on a smartphone displays the following fields:

- Contact Name \*
- Contact E-mail \*
- Select Participant Type \*  
Select Option
- Nominate, Propose or Share your Innovation \*  
Select Option
- Select All Areas of Government Affected by the Idea \*  
☐ Transportation

- Responsive Design (Easy Access)
- 6 Fields(Contact Info + 3 Simple Fields)
- Date & Time Stamped

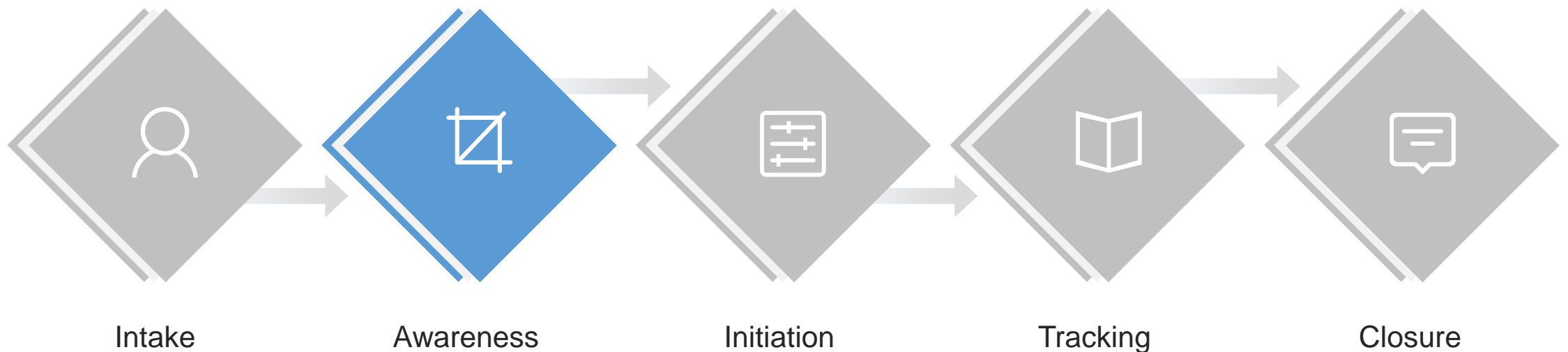




## ▶ Innovation Center Process

### Awareness

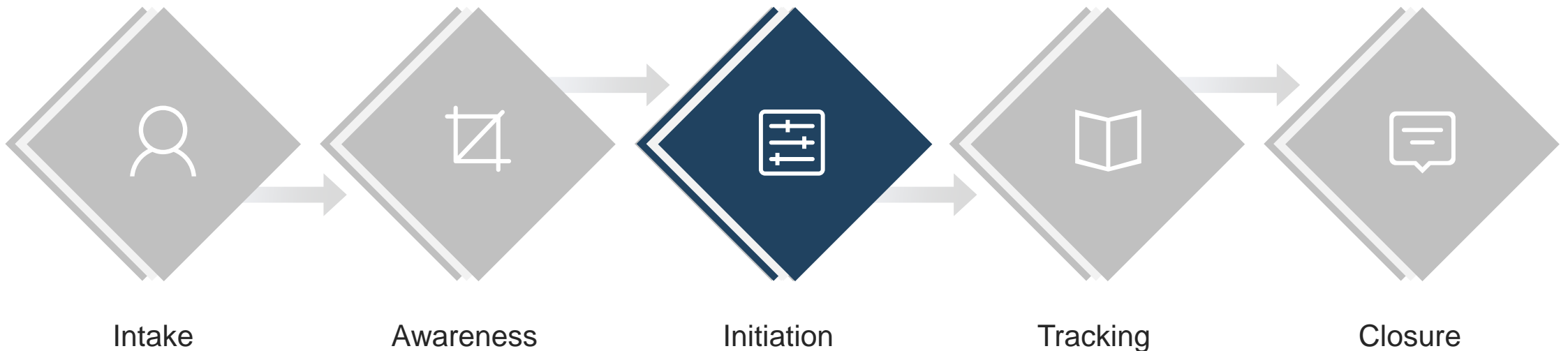
- Monthly Presentations to NC CIO Council Meetings
- Weekly Updates to DIT Executive Leadership
- Updates & Awareness Provided at NC Technology Association Meetings



## ► Innovation Center Process

### Initiation

- Agency sponsorship requirement
- New Project Touchdown Tool entry
- Balancing risk & innovation
  - engagement with Chief Risk & Security Office for approvals
  - security forms attached in Project Tool

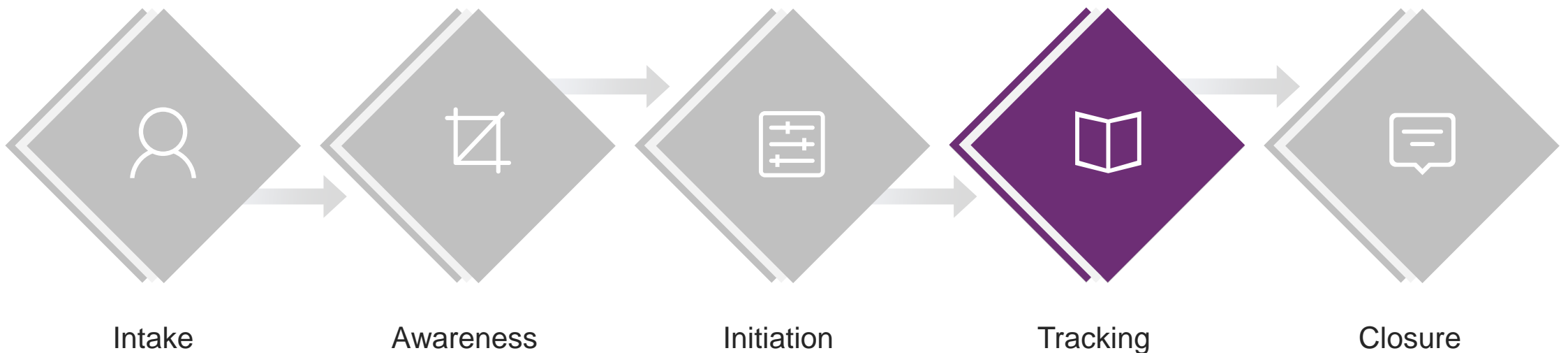




## ► Innovation Center Process

### Tracking

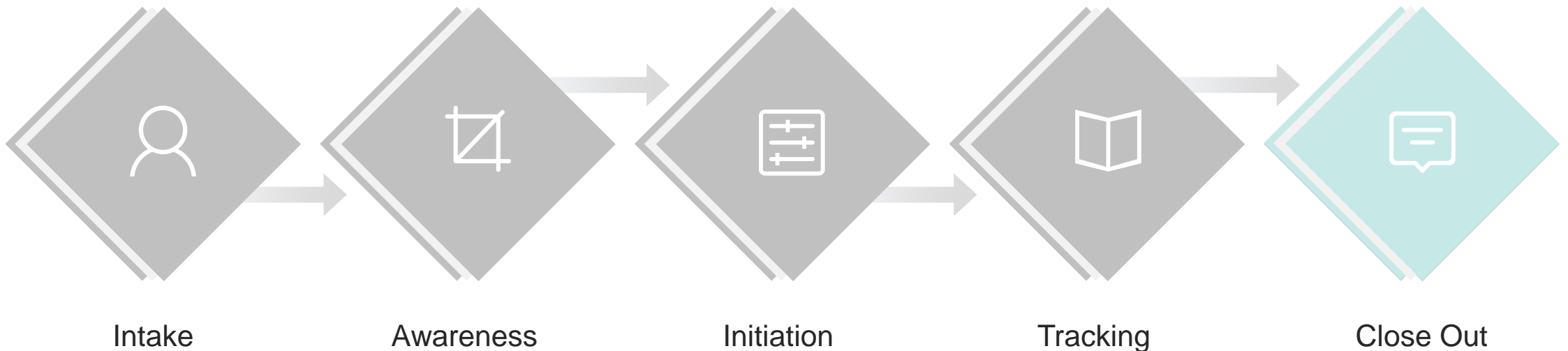
- Tracking dependent upon complexity of evaluation
- Agency sponsor establishes appropriate tracking requirements
- Information maintained in collaboration group work space associated with POC
- Tracking information shared with interested agencies



## ► Innovation Center Process

### Close Out

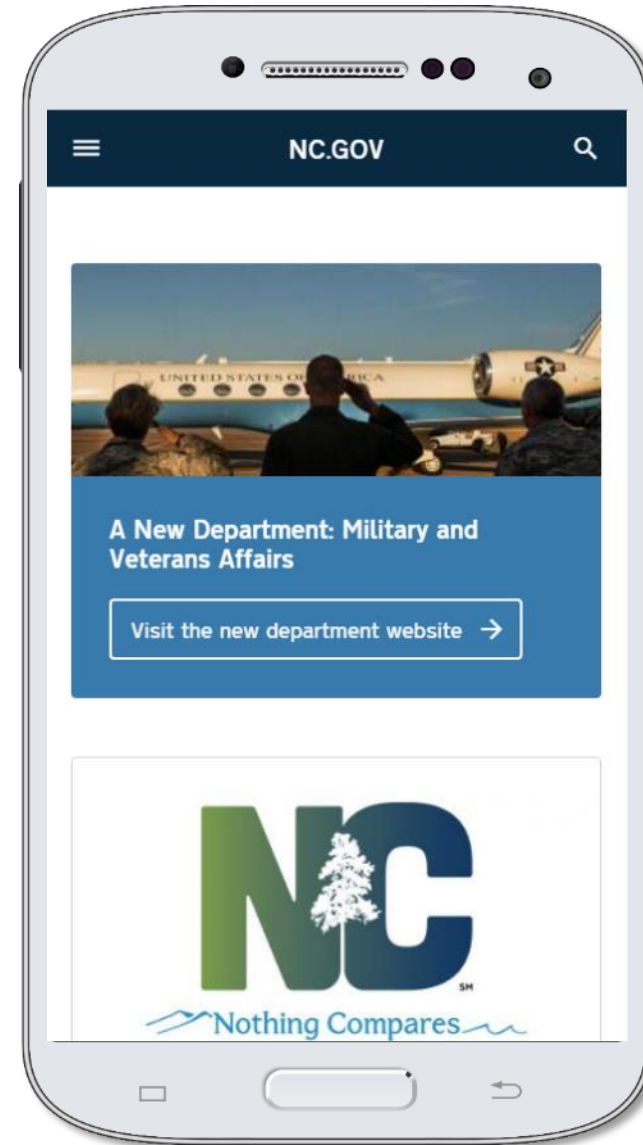
- Follow up Meeting with Agency & Business Partner
- Next steps are up to Agency sponsor
- iCenter's role is to facilitate POC – allows agency to pursue appropriate action



## ▶ Digital Commons

Common Platform, common look and feel

- First truly **responsive website** for state agencies
- **Cross-agency collaboration** on requirements
- Promoted **common platform** which reduces costs



## ▶ DMV Kiosks

Improving citizen interaction



- Evaluation of technology occurred during prior to and benefited implementation / rollout
- Better awareness of user interaction
- Central location in the iCenter promoted leaders recognizing multiple uses for technology

## ► Office 365 Rollout

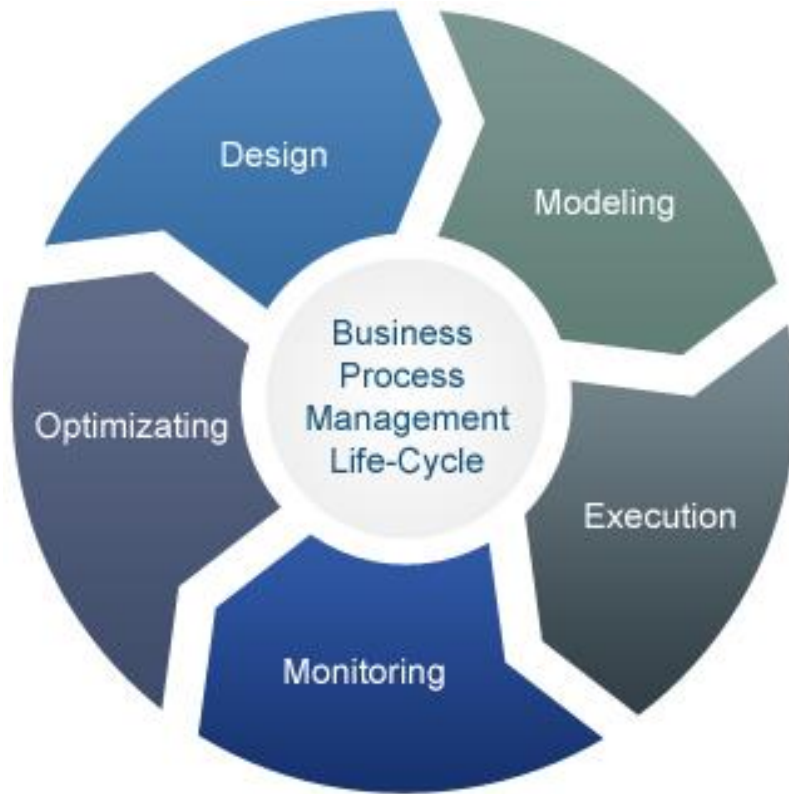
Increasing Employee Efficiency &  
Reducing Costs



- Dedicated space to **improve rollout** (understand use cases)
- Identify potential rollout issues
- Post-rollout training to increase successful adoption and **"get more out of our office tools"**

## ► Business Process Management (BPM)

Increasing Employee Efficiency &  
Reducing Costs



- iCenter promoted awareness of useful technology – significant savings compared to alternative options
- Leveraged national community – Better understanding of BPM
- Enterprise view of technology platform

## ► Device Evaluations

Increasing Employee Efficiency &  
Reducing Costs

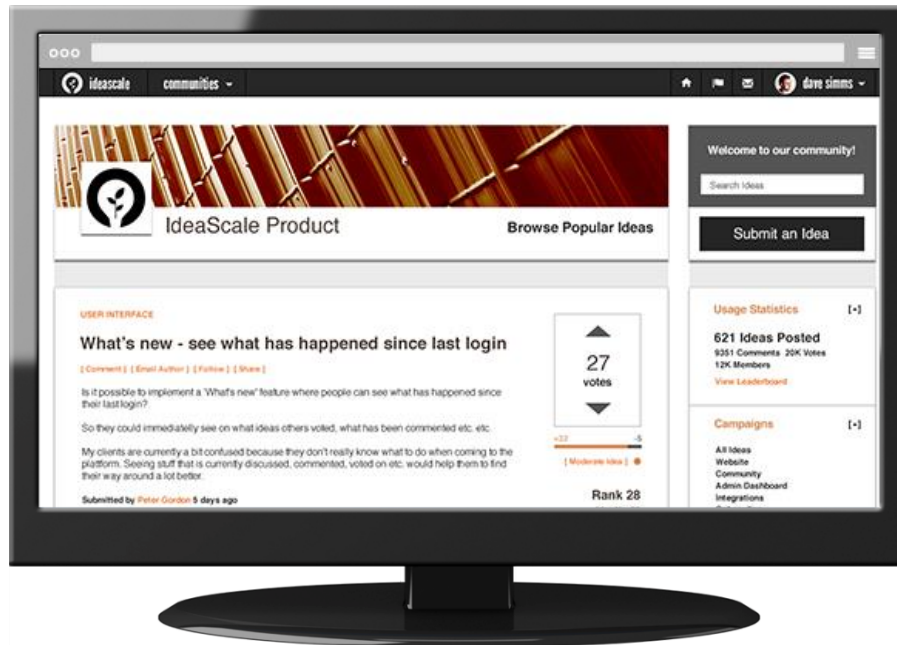


- 4500+ Device tests
- Connecting devices & field software for agency staff – testing together
- Device evaluation comes **after procurement process** but **before agency purchase**



## ► Idea Management

Promotes culture of problem solving  
& teamwork “crowdsourced”



- Facilitated research and awareness
- Leveraged national innovation community
- Future potentials (did not result in moving forward with this instance)

## ► Innovation Center Proof of Concepts

Upcoming Proof of  
Concepts

1. Malware Security Testing
2. 360 Degree Imagery / Field Process Improvement
3. Drupal as light-weight development application platform
4. Telepresence as a service
5. Improved Wireless / Welcome Center Connectivity
6. iBeacon – Enhanced user experience

## ► Innovation Center Proof of Concepts

Bluetooth Low Energy  
(ibeacons)





## What we see...

Collaboration Across IT



Business Analyst/Technologist



Technologist/Enterprise Architect



Storage

Development Environment

Compute Processing

Web Framework

Software Platform

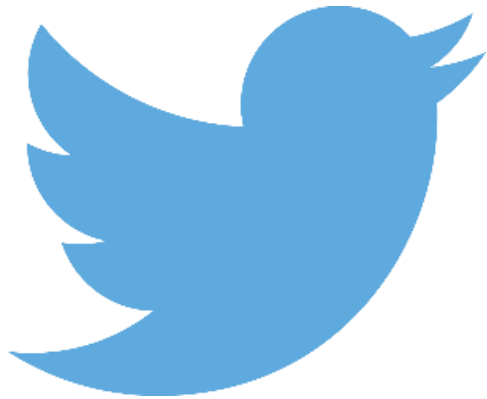
Security

# We are the North Carolina Innovation Center

## **2016 Innovation Awards**

The iCenter is looking for forward-thinking leaders who are positively impacting the public sector through innovation. These awards showcase the most effective and innovative projects in North Carolina government and will be recognized during next year's NC Digital Summit 2016, held in Raleigh, N.C.

[Submit A Nomination](#)



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